

I'm hoping for some help... anybody!

I need to know if some other people are having difficulties with MCI? About 3+ years ago, MCI called me and "pitched" their calling plan with me. I signed up, and immediately after, I had another company call me and confirm that I was indeed, who I said I was, and then began my service - it was procedure. It was about a \$20 plan for about 250 minutes - too long to remember. As a month or 2 went by, I noticed that I don't make many calls to justify my long distance service with MCI. I was spending more for the plan than what I was calling. Those Sam's Club calling cards were out, and I got one of those for 3 cents a minute and that would suit my needs.

I called MCI to Disconnect. I was on hold for hours at a time with absolutely no response! I gave up after 1 1/2 hours of being on hold at a time for days and months. I figured that no one was on the extension so I called the payments department. Of course someone was there to take your money, idiots who could not help me - transferred me to the Disconnect extension again. I called Payment Department again- screaming and accusing that this was intentional and that I insist I am being held captive - without my wishes, to be their customer! Nothing they would do. I called the Better Business Bureau and they gave me the phone # to my local Utilities Commission. I filed a complaint and said the charges that were occurring on my bill (because of the plan) was not my fault as I am trying to disconnect. I believe that was taken care - disconnected, no payment issues and resolved, got a letter of explanation... until now. I never struggled to get rid of a company in all my life! By the way, no one ever disconnected me, I had to not pay my bill so they would disconnect me for non payment - settled.

I had received a phone call aprox 11/15/ 06 from a law firm that represents MCI named Solomon and Solomon and said I owe MCI \$750. I was shocked! I said that the bill was too high for an old issue going on 4 years now and thought that was resolved? They said it was due to my bills from May 2006 - September 2006 where they finally blocked my service. I said that was impossible and I didn't have long distance on my phone for years now. None! Every now and then, I think something is local and the message on our phone states, "I'm sorry..." So I KNOW I haven't had long distance in years! I asked for all the documentation. Today, 12/1/06 the law

firm of Solomon & Solomon sent me a "bill". It consists of 1 phone call, called multiple times a day? AND, the documentation they sent me was for only a September 2006 bill that had August 24, 2006 - August 31, 2006 calls! Those alone cost about \$150! So they never proved all of the money they are asking for - still. I would have expected better documentation than this from a law firm.

I called MCI today, and asked who this phone call is to. I do not recognize it and never called it - nor does anyone in my household know anyone in that town! They said it was a private # and they can't ID it. They said the calls were made from this house and I have to pay it. I told them I never authorized MCI to turn my phone on in May of 2006 in the first place - nor was I aware I even had long distance. The bill is in my name! Who turned me back on, and who made the phone calls to one specific # several times a day? Again, I am asking the law firm to provide every dime of the money they say I owe them and I want proof (tape) on my authorization to turn on my MCI long distance in May. Would you pay a bill if someone just told you to? Do they think I'm stupid?

I tried to call the phone # before I called MCI customer service (who can't help me) AND their Toll Department ( who couldn't help me), and couldn't get through because I - Surprise! - don't have long distance. Again, never aware I ever had long distance on my phone. MCI Customer Service said, "of course, we turned you off in September that's why you can't call now". What? So nice of them to turn off something I didn't know I had in the first place. I was turned on, had a \$750 phone bill charged up in my name, turned off, and I never knew a thing!

I am not paying a dime and getting an attorney. I do have to call this phone number from another phone to figure out who's "private" phone # was called, and who were they speaking to in my household for days on end for hours!

By the way.... NEVER GOT A BILL - FIRST TIME I FOUND OUT MCI HAD AN ISSUE WITH ME WAS IN NOVEMBER 2006 AS AN ATTORNEY'S OFFICE WAS CALLING ME - warning me of a letter I was going to receive in a couple of days. This stress is incredible! I just started crying.

Lawsuit? What can I do? There has to be some sort of justice because all of this doesn't make any sense to me. MCI is back to their own tricks and someone has got to put a stop to it! I'm trying to look on the internet for people with similar issues, and it seems like there are a lot of unhappy people with MCI Monopolizing and over charging! Please help!